

Social Work Coordinator

- Service area: Safeguarding and Family Support
- Grade: SO1
- Reports to: Senior Social Worker / Senior Young Persons Advisor
- Your team: Independent Futures
- Work style: office-based
- Number of supervisees: 0

Our mission

We are determined to create a more equal Islington, where everyone who lives here has an equal chance to thrive.

To do this, everyone who works at Islington Council lives by a set of values which guide us in everything that we do: collaborative, ambitious, resourceful, and empowering. They spell out 'CARE', which is what we think public service is all about.

Job description

We are determined to ensure that by 2030, Islington is a place where all children and young people are rooted in community where they feel safe, can thrive and are able to be part of and lead change.

A Social Work Coordinator (SWC) is a para-professional whose primary function is to provide enhanced administrative support in meeting the demands of frontline practice. This practical support is critical in ensuring practitioners' time is used to best effect in helping families to keep children safe. This requires a high level of understanding of a child and family social worker's job in helping families to safeguard children, and Young Persons Advisor role in supporting care experienced young people.

SWC are the first point of contact for the team from other staff, service users and other professionals. As an experienced administrator the SWC is expected to anticipate the planning and preparation necessary ahead of the range of meetings that take place with families or other professionals. The SWC is also expected to help the practitioners they support stay organised. They manage the team calendar, which shows all meetings for the team so they will be able to help social workers prioritise their tasks.

Social Work is dynamic and responsive to both the local and national landscape, and the SWC must also adapt to changes within the organisation. The SWC role, as with all other roles in the Service, should engage in continuous quality improvement by always looking for ways to improve the way we work to identify gaps in systems and make improvements that will increase added value to frontline practice. You will also share and exercise the organisational practice ethos which places Motivational Practice and trauma-informed practice at the heart of working with families.

Duties and responsibilities

1. Take responsibility for promoting and safeguarding the welfare of children and young person's / vulnerable adults in the care of the service, including undertaking regular Child Protection training at a level commensurate with role.
2. Create, maintain and improve administrative systems to enable the service to meet its aims of delivering a high-quality service to children and families.
3. Work pro-actively and co-operatively within the service to ensure that timely and accurate information about activity and performance is produced and collated as required and maintain statistical information to agreed deadlines and a high level of accuracy.
4. Develop and maintain good working relationships with other teams within Children's Social Care, other Council departments and clients referred to the service.
5. Deal sensitively with enquiries or telephone messages, logging calls accurately and alerting social work staff or managers immediately to any issues requiring immediate attention.
6. Use appropriate databases, Microsoft Office and other ICT systems to produce reports, spreadsheets and other documents as required supporting the service and assist others in the use of information technology systems when required.
7. Follow guidelines to produce standard written or electronic responses to enquiries from family members or professionals to tight deadlines.
8. Undertake support tasks on projects as required.
9. Provide an effective diary-management function for social workers in order to effectively manage meetings, visits, etc.
10. Undertake other duties commensurate to the grade of the post.

Additional expectations

- Carry out duties in the most efficient and effective manner.
- Achieve agreed service outcomes and personal appraisal targets, as agreed by the line manager.
- Undertake training and constructively take part in meetings, supervision, seminars and other events designed to improve communication and assist with the effective development of the post and post holder.
- Carry out duties and responsibilities in accordance with the council's commitment to customer service excellence and ensure compliance with the customer care standards.
- Be committed to the Council's core values of public service, quality, equality and empowerment and to demonstrate this commitment in the way duties are carried out.
- Ensure that duties are undertaken with due regard and compliance with the Data Protection Act and other legislation.
- Carry out duties and responsibilities in accordance with the Council's Health and Safety Policy and relevant Health and Safety legislation.
- At all times to carry out responsibilities/duties within the framework of the Council's Dignity for all Policy (Equal Opportunities Policy).

Person specification

The person specification is a picture of skills, knowledge and experience required to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

You should demonstrate on your **application form** how you meet each of the following essential criteria. Please ensure that you address each one of the criteria as this will be used to assess your suitability for the post.

Department: Children's Services	Section: Safeguarding and Family Support
Post: Social Work Coordinator	Grade: SO1

Essential criteria

Qualifications		
Essential criteria	Criteria description	Assessed by
E1	Educated to at least GCSE or equivalent with Pass in English language	Application
Experience		
E2	Significant experience in an administrative role.	Application/Interview
E3	Experience of providing diary management support and minuting meetings to a good standard	Application/Interview/Test
E4	Experience of using Microsoft office applications, including Word, Excel and PowerPoint to an advanced level	Application/Interview/Test

Skills		
Essential criteria	Criteria description	Assessed by
E5	Displays an awareness, understanding and commitment to the protection and safeguarding of children and young people.	Application/Interview
E6	Knowledge and understanding of Children's Social Care, and: <ul style="list-style-type: none"> • London Child Protection Procedures • Working Together to Safeguard Children 	Application/Interview
E7	Ability to work co-operatively and flexibly with others to deliver an effective support service by maintaining positive working relationships with staff and partner agencies	Application/Interview
E8	Excellent organisational skills and experience of managing own workload, and effectively dealing with competing demands to meet deadlines.	Application/Interview
E9	Ability to create and maintain administrative systems for the effective collation and monitoring of performance information in a busy environment	Application/Interview
E10	Excellent interpersonal, verbal, written, communication and presentation skills including the ability to explain complex information clearly and accurately.	Application/Interview/Test
E11	Ability to support and adapt to change effectively.	Application/Interview
E12	Ability to pass a literacy test covering spelling and grammar	Application/Interview

Commitment to Equal Opportunities		
Essential criteria	Criteria description	Assessed by

Commitment to Equal Opportunities		
E13	Ability to carry out duties and adhere to the council's equal opportunity and diversity policy "Dignity for All."	Application/Interview
Special requirements of the post		
E14	This role will require you to obtain an Enhanced/Standard/Basic satisfactory clearance from the Disclosure and Barring Service	Application

Our accreditations

Our accreditations include: the Healthy Workplace award; Timewise; London Living Wage Employer; Disability Confident Committed; The Mayor's Good Work Standard; Stonewall Diversity Champion; and Time to Change.

